

Home Care Checklist

The following list of questions should encompass most care questions that need to be asked when seeking home care. It is meant as a guide to helping one find good, quality, dependable home care when appropriate.

Business/Services Provided

How long has your agency been in business? _____

Can I interview the caregiver before accepting care? ☐ Yes ☐ No _____

Is caregiver reliability guaranteed in writing? ☐ Yes ☐ No _____

Is a personalized plan of care developed with me during the assessment? ☐ Yes ☐ No _____

What kind of care is provided? ☐ Nursing care ☐ Non-medical care ☐ Personal Care
☐ Chores ☐ Companionship

How many hours is a minimum shift? _____

Can a shift be split (e.g., two hours in the morning and two in the evening)? ☐ Yes ☐ No _____

How soon could your care start? _____

Are home care workers agency employees (with benefits and insurance)? ☐ Yes ☐ No _____

Or contractors (e.g., private individuals on a referral registry)? ☐ Yes ☐ No _____

Is your agency (and the workers) bonded and insured? ☐ Yes ☐ No _____

If I need a ride to a doctor appointment or shopping, is there insurance coverage for that if the caregiver is driving my car? ☐ Yes ☐ No _____

Is the agency licensed or certified (if required in your state)? ☐ Yes ☐ No _____

Is/are the caregiver(s) available for emergencies and/or on short notice? ☐ Yes ☐ No _____

CareWorks
HEALTH SERVICES



HCO#304700005

info@homehealthoc.com • www.CareWorksHealthServices.com

23151 Moulton Parkway, Suite 103C, Laguna Hills, CA 92653 • (949) 859-4700
18652 Florida St, Suite 105, Huntington Beach, CA 92648 • (714) 421-4005

Service Quality

Are workers supervised? ☐ Yes ☐ No If so, by whom? _____

Is there a written care plan specifying the home care worker's routine duties? ☐ Yes ☐ No

If so, can the family have a copy? ☐ Yes ☐ No _____

Do you arrange regular conversations with the family about the client's case? ☐ Yes ☐ No _____

Will a supervisor visit or call the client's home? ☐ Yes ☐ No _____

How does the agency follow up on/resolve problems or complaints? _____

Are workers available 24 hours, 7 days a week? ☐ Yes ☐ No _____

Caregiver Qualifications (Training, Licensing, Background Checks)

Do you screen your workers? ☐ Yes ☐ No

If so, what type of background checking is done? _____

Are workers trained, and is training ongoing? ☐ Yes ☐ No If so, does the training include:

Safe bending and lifting practices?

☐ Yes ☐ No

CPR/first aid?

☐ Yes ☐ No

Communicating with someone who is confused or forgetful?

☐ Yes ☐ No

Managing difficult behaviors (e.g. wandering, paranoia, or memory loss)?

☐ Yes ☐ No

Bathing someone in the tub/shower or in bed?

☐ Yes ☐ No

Preserving client dignity?

☐ Yes ☐ No

Can you furnish references for your workers that I can check? If not, do you have any client satisfaction survey results you can share with me? ☐ Yes ☐ No _____

Financing/Payment

Do you accept private health care or long term care insurance? ☐ Yes ☐ No _____

Does the agency pay the workers' Social Security and taxes? ☐ Yes ☐ No _____

If not, do I need to pay this? ☐ Yes ☐ No _____

What is the cost for overtime, if the worker stays late? _____

When is payment due? (e.g. at the end of each visit? Weekly? Monthly?) _____

Are there any additional costs for travel time or extra services (e.g. doing laundry or errands)? ☐ Yes ☐ No _____

What is the hourly or daily charge? _____

Do you charge mileage or staff time to and from my home? ☐ Yes ☐ No _____

Are there extra fees for some of the services I might require? ☐ Yes ☐ No _____

Do you assist with billing my insurance company for home care? ☐ Yes ☐ No _____